

CLAIMS

What is claimed is:

1. A method of automatically resolving a Digital Subscriber Line failure comprising:
detecting a failure of the Digital Subscriber Line;
establishing a call over a public switched telephone network with an administrative system for the Digital Subscriber Line; and
notifying the administrative system for the Digital Subscriber Line of the failure over the established call, whereby the administrative system causes the Digital Subscriber Line to be reset.
2. The method of claim 1, said notifying step further comprising requesting the reset of the Digital Subscriber Line.
3. The method of claim 1, further comprising the administrative system identifying the Digital Subscriber Line with the failure using caller identification on the received call.
4. The method of claim 3, further comprising the administrative system sending a reset message to a modem within a Digital Subscriber Line operation center, wherein the modem is associated with the Digital Subscriber Line with the failure.
5. The method of claim 4, further comprising:
the administrative system establishing a telephone call with a subscriber endpoint associated with the Digital Subscriber Line with the failure; and
providing information relating to the failure of the Digital Subscriber Line to the subscriber endpoint over the established telephone call.
6. A system for automatically resolving a Digital Subscriber Line failure comprising:
means for detecting a failure of the Digital Subscriber Line;
means for establishing a call over a public switched telephone network with an administrative system for the Digital Subscriber Line; and

means for notifying the administrative system for the Digital Subscriber Line of the failure over the established call, whereby the administrative system causes the Digital Subscriber Line to be reset.

7. The system of claim 6, said means for notifying further comprising means for requesting the reset of the Digital Subscriber Line.

8. The system of claim 6, further comprising means for the administrative system to identify the Digital Subscriber Line with the failure.

9. The system of claim 8, further comprising means for the administrative system to send a reset message to a modem within a Digital Subscriber Line operation center, wherein the modem is associated with the Digital Subscriber Line with the failure.

10. The system of claim 9, further comprising:

means for the administrative system to establish a telephone call with a subscriber endpoint associated with the Digital Subscriber Line with the failure; and

means for providing information relating to the failure of the Digital Subscriber Line to the subscriber endpoint over the established telephone call.

11. A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

detecting a failure of a Digital Subscriber Line;

establishing a call over a public switched telephone network with an administrative system for the Digital Subscriber Line; and

notifying the administrative system for the Digital Subscriber Line of the failure over the established call, whereby the administrative system causes the Digital Subscriber Line to be reset.

12. The machine readable storage of claim 11, said notifying step further comprising requesting the reset of the Digital Subscriber Line.

13. The machine readable storage of claim 11, further comprising the administrative system identifying the Digital Subscriber Line with the failure using caller identification on the received call.

14. The machine readable storage of claim 13, further comprising the administrative system sending a reset message to a modem within a Digital Subscriber Line operation center, wherein the modem is associated with the Digital Subscriber Line with the failure.

15. The machine readable storage of claim 14, further comprising:
the administrative system establishing a telephone call with a subscriber endpoint associated with the Digital Subscriber Line with the failure; and
providing information relating to the failure of the Digital Subscriber Line to the subscriber endpoint over the established telephone call.

16. A Digital Subscriber line modem configured to detect a failure in a Digital Subscriber Line and place an outgoing call over a public switched telephone network to an administrative system of the Digital Subscriber Line to notify the administrative system of the failure.

17. The Digital Subscriber Line modem of claim 16, further configured to request the Digital Subscriber Line be reset.